Microsoft Dynamics-365 L1 Support Services In India

Get unparalleled expertise from our qualified support professionals to take your business to the next level with cutting-edge **Dynamics 365 application support and maintenance services**

Talk to an Expert OR Book a meeting

Our Clients

HATSUN, ASHIYANA, ADITYA BIRLA FASHION & RETAIL, CK BIRLA GROUP HIL, equitas Small Finance Bank, MADURA microfinance, Chettinad Health City, GLOBAL HOSPITALS, Dr. Agarwals EYE HOSPITAL

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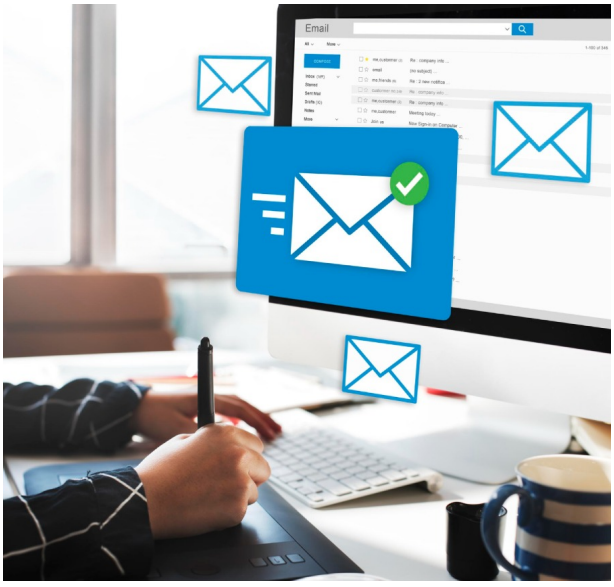

Microsoft D-365 L1 Support And Managed Service

Microsoft Dynamics 365 consists of many powerful tools that can be overwhelming to choose, use, and optimize. That's only one of many places we step in with our expertise. We provide L1 support services to your business requirements. Below are the industries for which we are providing support.

- Retail and commerce
- Supply chain management
- CRM

With the above domain knowledge, we assist customers to field deploy D365 applications as new or migrate from an existing solution. Net Access team is designed to work with functional implementation partners seamlessly and deliver results jointly.

Empowering Excellence Of Net Access

20+	600+	1000+	200+
Years of Experience	Professionals	Location Touch Points	Satisfied Customers

Transform Your Dynamics 365 Environment For Outstanding Business Performance

Our credibility in providing top-notch **Dynamics 365 support services** includes L1- application support, end-user technical support, rollouts & training comes from a long list of clients who availed of our premium services.

- **Installation/Reinstallation**: AXPOS, MPOS installation, reinstallation of in-store systems, installation of retail POS on point-of-sale registers.
- **Retail POS:** Providing application access to the store to the maximum just by giving on-time support.
- **Commerce Data Exchange:** Monitoring data exchange between Microsoft Dynamics AX and AXPOS, D365 or online stores when the connection is restored.
- **Module-wise support:** Providing support of all the modules like POS billing, inventory management, online order, omni channel, promotions & discounts.
- **Self-help and user-retrieved information:** Maintaining proper SOP, training-related materials on AXPOS, D365 functionalities including FAQs, detailed product, and technical information.
- **In-depth technical support:** Organizing support personnel with deep knowledge of the product or service.
- **Ad-Hoc Support:** The support team addresses the tickets in the order received. Work is done primarily by remote teams with adjustable working hours scheduled based.
- **Support for EOSS:** By having maximum knowledgeable personnel to address promotions & discount-related issues.
- **Recurring Issue:** Collect recurring issues every week.
- **Patch Deployment:** Assisting the SCCM team to complete new patch deployments which are released by product owners.

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Take Control Of And Grow Your Business Potential With The Best Microsoft Dynamics 365 Support Services Partner

Drive and achieve your business goals with a host of cloud-enabled tools from **Microsoft Dynamics 365 end-user support services**. We are flexible to provide an onsite /offshore support model in PAN India

Raise Customer Satisfaction

- Establishing a timeline and protocol for hard-to-resolve problems

Revert To Customers At Lightning Speeds

- Forecast application errors, collect recurring issues every week, and take them up with customers for permanent fixes.

- Ensure seamless end-user support service and maintain agreed SLA on ticket response and resolutions.
- Maintaining proper SOP/training-related materials on D365 functionalities including FAQs, detailed product, and technical information
- Multilingual support helps to remove language barriers, personalize customer service interactions, and deliver a delightful multilingual customer experience.
- Sharing analytics-based ticket details
- Streamline customer communications.

The Net Access Way

- 24/7 help desk and remote desk with multilingual
- Respond and resolve support tickets within SLAs
- Daily store closing activity on AX POS & D365 (MPOS) application.
- Escalating issues to a respective team like infrastructure support, L1 support, SAP support, etc.,
- Co-coordinating with third-party vendors to provide a quick resolution to stores.
- New stores rollout/ AX POS & MPOS Installation/Reinstallation
- Circulating daily, weekly & monthly MIS Reports to customers
- The post-implementation support team provides complete training to end-users on business functionalities.

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Our Partners

Microsoft, IBM, DELL, hp, CISCO, SAMSUNG, aws, Lenovo, MySQL, TREND MICRO, SOPHOS, SOTI, H2GEARS, RUCKUS COMMSCOPE, FORTINET, evolute TECHPOWERING THE WORLD, solarwinds, ManageEngine

Testimonials

I highly recommend Net Access data centers. The company has the facilities to ensure 24/7 uptime.

Ashish Mehra

Frequently Asked Questions

- Do you provide POS hardware installation services?
- How do you ensure data quality in operations?
- Do you offer POS feature-specific support?
- What kind of support do you provide?
- What is your update process like?

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Contact Us

Name

Enter your name

Email

Enter your email

Phone Number

WhatsApp Number

Message

Enter your message

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Net Access India Limited

Schedule Meeting

30 min

About Net Access

An entity of India's leading business conglomerate, the Murugappa Group, Net Access India Limited will be your trusted partner of choice. We have an excellent track record of offering a broad portfolio of professionally managed technological solutions and IT infrastructure services to both large and small organizations across multiple industry verticals.

Our Services

- Application Support Services
- Modern Workplace
- IT Infrastructure Management Services
- End User Support Services
- Managed Cybersecurity Services

Our Locations

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murugappa

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